

CHHATTISGARH SAMVAD
(An Associate organization of Department of Public Relation, Govt. of Chhattisgarh)
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Tender Reference Number: 2193 Dated: 22-08-2025

PRE BID RESPONSE

Project Name		Notice Inviting Online Tender for Rate Contract and Empanelment of Agencies for Providing Bulk SMS, Outbound Dialer (OBD), RCS, and WhatsApp Messaging Services				
S. No.	Entity raising Query	Tender Document Reference(s)	Page Number(s)	Content of Tender requiring Clarification(s)	Point of Clarification	Response from Samvad
1	Go 2 Market India Pvt. Ltd.	Section 5.2 - Eligibility Criteria for SMS, Point No. 5 & 6	Page 20	5. The bidder must have valid tie-ups with licensed telecom operators or SMS aggregators. 6. End-to-end DLT compliance must be ensured, including template approval and header registration.	For these both points, requesting you to kindly consider the valid Telemarketer Certificates issued by the Operators. As there is no any kind on DLT certificates provided by the operators. The TM (Telemarketer Certificate) is valid.	As per Corrigendum
2	Go 2 Market India Pvt. Ltd.	Section 5.3 - Eligibility Criteria for OBD, Point No. 5 & 7	Page 20-21	5. Must have valid tie-ups with licensed telecom operators. 7. OBD services must be DLT compliant.	For these both points, requesting you to kindly consider the valid Telemarketer Certificates issued by the Operators. As there is no any kind of DLT Voice Registration certificates provided by the operators. The TM (Telemarketer Certificate) is valid.	As per Corrigendum
3	Go 2 Market India Pvt. Ltd.	Section 5.5 - WhatsApp Messaging Services, Point No. 1	Page 22	Tie-up with Meta/WhatsApp or Meta/WhatsApp authorized partners for Business API provisioning.	Request you to kindly add as "the bidder can also provide the Technical Service Provider Certificate issued by META.	As per Corrigendum
4	Go 2 Market India Pvt. Ltd.	-	-	Suggestion	POC (Point of Contact) must be with the multiple Operators. If One operator get down, there must be facility to send SMS with the other operators. Undertaking must be provided.	As per RFP

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5	Go 2 Market India Pvt. Ltd.	Section 7 - Commercial Bid, Point No. 7.7	Page 24	In any situation the finalized rates across services/categories can't be more than DAVP rates.	<p>1. DAVP rate is for Exempted Category Sender ID only where CG Samvad Sender ID is under Non-Exempted Category. will you provide the TRAI Exemption Certificate? Because the tenderer must provide the TRAI Exemption Certificates.</p> <p>2. DAVP rate is only for Central Govt. but not for State Govt. , Please clarify.</p> <p>3. DAVP provides the Purchase Order, then work is being executed. CG Samvad must have to provide the Purchase Order before the Campaign? Please confirm the same.</p> <p>4. DAVP does not have WhatsApp, RCS empanelment rate. Please clarify that how the rate for these two services will be evaluated? Hence requesting you to kindly clarify the above points and remove the DAVP rates barrier.</p>	As per Corrigendum
6	Go 2 Market India Pvt. Ltd.	Section 4 - Scope of Work, Sub Section 4.1 Bulk SMS Services, Point no. 4.1.6	Page 13	The department shall be provided with a secure dashboard to monitor campaign execution in real time, view delivery status, and generate campaign-wise reports. The dashboard must support exportable formats such as Excel and PDF.	<p>1. Since the data is being provided by the vendor not by CG Samvad. As per Digital Personal Data Protection (DPDP) Act, 2023 issued by Central Govt., we are bound not to share the data. While providing the dashboard to CG Samvad, the personal data will be downloaded which will be the breach of IT Act/DRDP Act.</p>	<p>1. In case the data is provided by vendor, the personal data need not be shared. The data in dashboard and reports can be either masked or will be at consolidated level (example district-wise, etc).</p> <p>2. In case the data is provided by Samvad/ source dept, complete data to be shared in dashboard and reports.</p>
7	Go 2 Market India Pvt. Ltd.	Section 4 - Scope of Work, Sub Section 4.2 Outbound Dialler (OBD) Call Services, Point no. 4.2.8	Page 14	The bidder shall provide a secure, role-based dashboard for departmental officials to view real-time campaign status and download performance reports in Excel/PDF formats.	<p>2. As we are a CERT-In Verified Vendor and handling the PM Man ki Baat services, hence we are bound to follow the MEITY/DPDP Act. 2023.</p> <p>3. If the CG Samvad will provide the data, then only we are ready to provide the Dashboard to the department, please confirm/clarify. By noting the above points due to security reason requesting you to kindly remove the said clause. Even DAVP does not asked regarding the said clause.</p>	
8	Go 2 Market India Pvt. Ltd.	Section 4 - Scope of Work, Sub Section 4.3 Rich Communication Services (RCS), Point no. 4.3.8	Page 15	The bidder shall provide a centralized dashboard for viewing campaign execution details, recipient interaction analytics (e.g., clicks, responses), and overall campaign effectiveness.		

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9	Go 2 Market India Pvt. Ltd.	Section 4 - Scope of Work, Sub Section 4.4 WhatsApp Messaging Service, Point no. 4.4.5	Page 16	The department shall be provided access to a secure web-based dashboard for monitoring campaign performance, viewing real-time and historical reports, and tracking delivery status. All message execution—including uploading of content, template selection, recipient targeting, and scheduling—shall be fully managed by the bidder.		
10	Mishtel Service Pvt. Ltd	Section 3.7 - Earnest Money Deposit (EMD), Point 3.7.1	Page 10	Each bidder must deposit an initial Earnest Money Deposit (EMD) of ₹1,00,000/- (Rupees One Lakh only) to the same bank account listed above. Proof of deposit should be submitted along with the proposal.	(i) Can we have MSME exemption under the EMD or experience criteria?	No specific exemption/relaxation applicable for MSME/Startups
11	Mishtel Service Pvt. Ltd	Section 4 - Scope of Work, Sub Section 4.1 Bulk SMS Services, Point no. 4.1.2	Page 13	The bidder shall provide a robust SMS gateway capable of handling high volumes of messages across telecom operators, with a minimum delivery success rate of 95%, in full compliance with TRAI regulations.	(i) How will we get 95% success rate? (ii) Who will own the data base? (iii) What is the verification criteria?	As per Corrigendum
12	Mishtel Service Pvt. Ltd	Section 7 - Commercial Bid, Point No. 7.7	Page 24	In any situation the finalized rates across services/categories can't be more than DAVP rates.	(i) Is DAVP rate related to the Govt. sender ID Exemption? (ii) If all departments are different then all sender ID's are exempted or not?	As per Corrigendum
13	Mishtel Service Pvt. Ltd	Section 7 - Commercial Bid, Point No. 7.3	Page 24	The agency shall submit their commercial offer strictly as per the format provided in Annexure-I of this document. Any deviation from the prescribed format may lead to rejection of the bid.	(i) Annexure-I pertaining to the Commercial Bid Format is not available in the RFP. Instead, the Commercial Bid Format has been provided under Annexure-G, located on page number 35 of the respective RFP document. we just want to know that both (Annexure-I or Annexure-G) are same or not?	As per Corrigendum
14	Mishtel Service Pvt. Ltd	Section 3.8 - Submission of Proposal, Point no. 3.8.2.2	Page 10	During registration, it is mandatory to provide valid TIN and PAN numbers.	TIN is no longer applicable under the current tax regime. Can we share our GSTIN as the valid tax identification number.	As per Corrigendum
15	Mishtel Service Pvt. Ltd	Section 4 - Scope of Work, Sub Section 4.4 WhatsApp Messaging Service, Point no. 4.4.2	Page 16	The selected bidder must have a direct agreement with WhatsApp (Meta/Facebook) for the provisioning of WhatsApp Business API services. There should be no dependency on intermediaries or third-party resellers.	Need Clarification	As per Corrigendum
16	Mishtel Service Pvt. Ltd	-	-	Suggestion	For redundancy purpose samvad should take at least 3 operator connectivity	As per RFP

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17	DGAS Skyworld SMS Technology Pvt Ltd	Notice Inviting Online Tender	Page 2	Tender document can be downloaded from website https://samvad.cg.nic.in/ cost of tender document of ₹ 5,900/- (non-refundable) and EMD of ₹ 1,00,000/- (refundable without interest).	1.what is the full process of EMD payment and tender document fee. 2. Is EMD exempted for MSE. 3. is there hard copy submission of EMD needed	1. As per RFP - Section: Earnest Money Deposit & Tender Fee, Page 4 2. No specific exemption/relaxation applicable for MSME/Startups 3. No
18	DGAS Skyworld SMS Technology Pvt Ltd	Section 3.8 - Submission of Proposal, Point no. 3.8.2.2	Page 10	During registration, it is mandatory to provide valid TIN and PAN numbers.	4. TIN no is really mandatory for registration	As per Corrigendum
19	DGAS Skyworld SMS Technology Pvt Ltd	Section 5.1 - Common Eligibility Criteria for All categories, Point no 2	Page 18	The bidder must have valid PAN, GST Registration, and be registered with the State GST Department with a functional office in Raipur, Chhattisgarh.	5. Can we attached GST of UP ?	As per Corrigendum
20	DGAS Skyworld SMS Technology Pvt Ltd	Section 5.1 - Common Eligibility Criteria for All categories, Point no 6	Page 18	The bidder must have a minimum of 3 years of experience delivering services to Central/State Government or PSU.	6. Is there any specific work order value?	No, there isn't any specific order value.
21	ICAN InfoSoft Pvt. Ltd.	Section 4 - Scope of Work, Sub Section 4.1 Bulk SMS Services, Point no. 4.1.2	Page 13	The bidder shall provide a robust SMS gateway capable of handling high volumes of messages across telecom operators, with a minimum delivery success rate of 95%, in full compliance with TRAI regulations.	(i) How will we get 95% success rate? (ii) Success rate depends on the data base? (iii) What is the verification criteria of success rate? (iv) who 'll do and bear the cost of the dlt registion for dept if dept not register the dlt process.	As per Corrigendum
22	ICAN InfoSoft Pvt. Ltd.	Section 5.2 - Eligibility Criteria for SMS, Point No. 5 & 6	Page 20	5. The bidder must have valid tie-ups with licensed telecom operators or SMS aggregators. 6. End-to-end DLT compliance must be ensured, including template approval and header registration.	For these 2 points, kindly consider the valid Telemarketer Certificates issued by the Operators. there is no any kind on DLT certificates provided by the operators.	As per Corrigendum
23	ICAN InfoSoft Pvt. Ltd.	Section 4 - Scope of Work, Sub Section 4.3 Rich Communication Services (RCS)	Page 15	-	Onboarding commercial not mentioned	As per Corrigendum

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24	ICAN InfoSoft Pvt. Ltd.	Section 5.4 - Eligibility Criteria for RCS, Point No. 1	Page 21	The bidder must have successfully delivered at least 2 RCS campaigns, each involving a minimum of 5 Lakh RCS messages in a single day, for Government/PSU/enterprise client in last 3 years	please clarify the meaning for enterprise client ?	Enterprise client refers to private/corporate clients.
25	ICAN InfoSoft Pvt. Ltd.	Section 5.4 - Eligibility Criteria for RCS, Point No. 2	Page 21	The bidder must have successfully delivered RCS campaigns involving a minimum of 1 Crore RCS messages, in a month across projects, for Government/PSU/enterprise client in last 3 years	(i) I Request to please give the relaxation of 1Cr RCS Message in month.	As per Corrigendum
26	ICAN InfoSoft Pvt. Ltd.	Section 4 - Scope of Work, Sub Section 4.4 WhatsApp Messaging Service	Page 16	-	Onboarding commercial not mentioned	As per Corrigendum
27	ICAN InfoSoft Pvt. Ltd.	Section 4 - Scope of Work, Sub Section 4.4 WhatsApp Messaging Service, Point no. 4.4.2	Page 16	The selected bidder must have a direct agreement with WhatsApp (Meta/Facebook) for the provisioning of WhatsApp Business API services. There should be no dependency on intermediaries or third-party resellers.	Need Clarification	As per Corrigendum
28	ICAN InfoSoft Pvt. Ltd.	Section 5.5 - WhatsApp Messaging Services, Point No. 1	Page 22	Tie-up with Meta/WhatsApp or Meta/WhatsApp authorized partners for Business API provisioning.	Request you to kindly add as "the bidder can also provide the Technical Service Provider Certificate (Tech Provider) issued by META or BSPs.	As per Corrigendum
29	ICAN InfoSoft Pvt. Ltd.	Section 7 - Commercial Bid, Point No. 7.7	Page 24	In any situation the finalized rates across services/categories can't be more than DAVP rates.	(i) Is DAVP rate related to the Govt. sender ID Exemption? (ii) If all departments are different then all sender ID's are exempted or not?	As per Corrigendum
30	ICAN InfoSoft Pvt. Ltd.	Section 7 - Commercial Bid, Point No. 7.3	Page 24	The agency shall submit their commercial offer strictly as per the format provided in Annexure-I of this document. Any deviation from the prescribed format may lead to rejection of the bid.	(i) Annexure-I pertaining to the Commercial Bid Format is not available in the RFP. Instead, the Commercial Bid Format has been provided under Annexure-G, located on page number 35 of the respective RFP document. we just want to know that both (Annexure-I or Annexure-G) are same or not?	As per Corrigendum
31	ICAN InfoSoft Pvt. Ltd.	Section 4 - Scope of Work, Sub Section 4.2 Outbound Dialler (OBD) Call Services, Point no. 4.2.8	Page 14	The bidder shall provide a secure, role-based dashboard for departmental officials to view real-time campaign status and download performance reports in Excel/PDF formats.	Due to Security reasons we are not able to share the data . Digital Personal Data Protection (DPDP) Act, 2023 issued by Central Govt., we are bound not to share the data. Only at the masking data report can be submitted by the us.	1. In case the data is provided by vendor, the personal data need not be shared. The data in dashboard and reports can be either

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32	ICAN InfoSoft Pvt. Ltd.	Section 4 - Scope of Work, Sub Section 4.3 Rich Communication Services (RCS), Point no. 4.3.8	Page 15	The bidder shall provide a centralized dashboard for viewing campaign execution details, recipient interaction analytics (e.g., clicks, responses), and overall campaign effectiveness.		masked or will be at consolidated level (example district-wise, etc). 2. In case the data is provided by Samvad/ source dept, complete data to be shared in dashboard and reports.
33	ICAN InfoSoft Pvt. Ltd.	Section 4 - Scope of Work, Sub Section 4.4 WhatsApp Messaging Service, Point no. 4.4.5	Page 16	The department shall be provided access to a secure web-based dashboard for monitoring campaign performance, viewing real-time and historical reports, and tracking delivery status. All message execution—including uploading of content, template selection, recipient targeting, and scheduling—shall be fully managed by the bidder.		
34	ICAN InfoSoft Pvt. Ltd.	Section 7 - Commercial Bid, Point No. 7.7	Page 24	In any situation the finalized rates across services/categories can't be more than DAVP rates.	(i) DAVP rate is for Exempted Category Sender ID. who 'll provide the exempted TRAI Certificate. (ii) DAVP rate is only for Central Govt. but not for State Govt. (iii) there is not DAVP Price for Whatsapp, Whatsapp API, Chatbot implementation and RCS Services. Please clarify that how the rate for these two services will be evaluated? Hence requesting you to kindly clarify the all the above points and remove the DAVP price barrier.	As per Corrigendum
35	ICAN InfoSoft Pvt. Ltd.	Section 8 - Process of Empanelment	Page 25	-	(i) please explain the selection process for empanelment process (ii) what is the work allocation percentage for L1 Bidder. (iii) is there any provision for startup and msme exemption relaxation for emd and selection eligibility criteria.	(i) As per RFP Section 8 - Process of Empanelment (Page No 25) (ii) As per RFP - Section 8.7 (iii) No specific exemption/relaxation applicable for MSME/Startups

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36	ICAN InfoSoft Pvt. Ltd.	Section 5.1 - Common Eligibility Criteria for All categories, Point no 2	Page 18	The bidder must have valid PAN, GST Registration, and be registered with the State GST Department with a functional office in Raipur, Chhattisgarh.	Mandatory for Pan India GST Registration: Most of the Chhattisgarh based companies have valid State level GST registration. The condition of Pan-India GST registration creates difficulty for local companies. We humbly request that this condition be limited to State level GST registration.	As per Corrigendum
37	ICAN InfoSoft Pvt. Ltd.	Section 5.4 - Eligibility Criteria for RCS, Point No. 2	Page 21	The bidder must have successfully delivered RCS campaigns involving a minimum of 1 Crore RCS messages, in a month across projects, for Government/PSU/enterprise client in last 3 years	Work Order Condition for RCS Service: RCS service is still in the beta version and most of the departments have started using it at the initial stage. In such a situation, the requirement of work order of minimum 1 crore messages is very difficult for local enterprises. Please provide flexibility in this condition.	As per Corrigendum
38	ICAN InfoSoft Pvt. Ltd.	Appendix (G): Commercial Bid Format	Page 35	Rate for Bulk SMS Rate for Out Bound Dialer (OBD) Description Calls up to 15 Seconds Calls of 16-30 Seconds Calls of more than 30 Seconds Rate for RCS Rate for WhatsApp	Commercial Points The tender mentions only per unit rates. We kindly request that the following items be clearly included in the entire Commercial Part: - Onboarding Charges (RCS Google/Meta & DLT Registration Charges) - Recurring Charges/Panel Service Charges - Chatbot Hosting Charges - Monthly Recurring Charges of Meta Panel	As per Corrigendum
39	ICAN InfoSoft Pvt. Ltd.	Section 7 - Commercial Bid, Point No. 7.7	Page 24	In any situation the finalized rates across services/categories can't be more than DAVP rates.	DAVP Rate for SMS and OBD services: DAVP rate on SMS and OBD services should be applicable only for those departments which can produce Exemption Certificate issued by TRAI. Please fix separate rates for those departments which do not have this certificate.	As per Corrigendum
40	OneXtel Limited	Section 1 - Objective	Page 4	The objective of this tender is to establish a rate contract and empanel qualified, experienced agencies for the provisioning of Bulk SMS, Outbound Dialler (OBD), Rich Communication Services (RCS), and WhatsApp Messaging services.	We request clarification on whether bidders are permitted to participate in one or more of the mentioned services, or if participation in all the services is mandatory.	Bidders can participate in one or more of the mentioned services.

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41	OneXtel Limited	Section 4 - Scope of Work, Sub Section 4.1 Bulk SMS Services, Point no. 4.1.9	Page 14	The platform must maintain a minimum uptime of 99.5% and include fallback routing mechanisms to ensure message delivery during operator or network issues.	We seek clarification on whether the provision of fallback mechanisms is mandatory in cases where a bidder intends to participate in only one or two of the specified services.	Point 4.1.9 refers to Section 4.1 - Bulk SMS Services only.
42	OneXtel Limited	Section 4 - Scope of Work, Sub Section 4.2 Outbound Dialler (OBD) Call Services, Point no. 4.2.9	Page 14	Data privacy and compliance with applicable regulations such as the IT Act must be ensured. All call records, recipient data, and campaign logs should be securely stored and encrypted.	We request clarification on the duration for which such data must be retained, as prolonged online storage may impact system performance.	The data must be retained during the complete contract duration.
43	OneXtel Limited	Section 5.1 - Common Eligibility Criteria for All Categories, Point no 2	Page 18	The bidder must have valid PAN, GST Registration, and be registered with the State GST Department with a functional office in Raipur, Chhattisgarh.	As per Appendix (A), an undertaking can be submitted on our letterhead to establish a local office within 3 months from the date of work order issuance. Please confirm whether the same is acceptable in place of functional office in Raipur, Chhattisgarh.	As per Corrigendum
44	OneXtel Limited	Section 5.1 - Common Eligibility Criteria for All Categories, Point no 6	Page 18	The bidder must have a minimum of 3 years of experience delivering services to Central/ State Government or PSU.	<p>We seek clarification on whether this requirement is to be considered service-wise, or if it is mandatory for all services irrespective of the category in which the bidder wishes to participate.</p> <p>Further, we would like to highlight that in June 2022, Google temporarily disabled RCS services in India due to misuse by businesses, and the service was only relaunched in December 2023. In light of this timeline, the stipulation of three years of prior experience in delivering RCS services to Central/State Government or PSUs effectively restricts participation in this category.</p> <p>We therefore request you to kindly reconsider this requirement and lower the requirement to 2 years and also allow experience in delivering services to enterprises to be taken into account.</p>	This requirement will be considered service-wise.

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45	OneXtel Limited	Section 5.1 - Common Eligibility Criteria for All Categories, Point no 11	Page 19	The bidder must have access to or possess a valid, consent-based mobile number database of at least 1 Crore active numbers (including both DND and Non-DND) for pan-Chhattisgarh delivery of SMS, OBD, RCS and WhatsApp Messaging.	<p>In this regard, we wish to respectfully submit that, as per applicable TRAI regulations and Indian data privacy laws, customer data cannot be shared or disclosed with third parties. Further, our existing agreements with clients are bound by strict confidentiality and NDA clauses, which prohibit the sharing of any user database.</p> <p>Therefore, in compliance with TRAI guidelines and prevailing legal frameworks, we request you to kindly reconsider and remove this clause, as mandating bidders to possess or share such databases would not be legally permissible.</p>	As Per RPF
46	OneXtel Limited	Section 7 - Commercial Bid, Point No. 7.7	Page 24	In any situation the finalized rates across services/categories can't be more than DAVP rates.	Please confirm the category of Sender ID whether exempted by TRAI or Non-Exempted.	As per Corrigendum
47	OneXtel Limited	Section 10 - Timeline and Penalty	Page 26	Timeline and Penalty - Penalty for Delayed Delivery	Is there any penalty for failure of delivery beyond 95% ?	As per Corrigendum
48	OneXtel Limited	Section 10 - Timeline and Penalty, Sub Section 10.1 - SMS Service and 10.2 - OBD	Page 26	Timeline and Penalty - Penalty for Delayed Delivery for SMS Services and OBD Services	<p>With reference to the clause on Timeline and Penalty, we note that the stipulated penalty of ten times the per-SMS cost for delayed delivery of SMS and OBD services appears to be disproportionately high. It is important to highlight that delivery delays may arise due to factors beyond the control of the service provider, including but not limited to operator-level congestion, DND filtering, handset unavailability, network latency, or other technical constraints.</p> <p>In view of the above, we respectfully request that the penalty provision be revised to a more reasonable level and that delays caused by such external factors be excluded from the penalty calculation.</p>	As per Corrigendum
49	OneXtel Limited	Roles and responsibilities of stakeholders - Agency (Bidder/Service Provider)	Page 45	Provide all required hardware, software, DLT registration, WhatsApp Business API access, telecom integrations, and manpower needed for delivery of bulk messages, RCS, WhatsApp campaigns, OBD calls, and analytics reports.	Please confirm the requirements of Hardware.	As per corrigendum

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50	IT Solutions 4 India	Section 3.11 - Clarifications on Using Chhattisgarh Samvad e-Tender Portal, Point 3.11.3	Page 12	Contact details for e-Tender Portal Support (Chhattisgarh Samvad): 1. Phone Number: 0771-2512567 2. Email ID: cgsamvad@gmail.com 3. Website: https://samvad.cg.nic.in/	Plase provide the correct contact details	As per corrigendum
51	IT Solutions 4 India, KG Ventures, Seerat Enterprises, Shree Radha Trader	Section 3.8.2 - Guidelines for Registration on Samvad Portal, Point 3.8.2.1	Page 10	Bidders must register on the Samvad Tender Portal at https://samvad.cg.nic.in to participate in the tendering process.	We tried to register, but the portal accepts only Chhattisgarh GST details. Kindly clarify whether bidders with GST registered in other states can participate, and if so, how they should complete the registration process.	As per corrigendum
52	IT Solutions 4 India, KG Ventures, Seerat Enterprises, Shree Radha Trader	Section - Earnest Money Deposit & Tender Fee	Page 4	The Bidder has to deposit an initial earnest money of RS. 1,00,000/-	As we are registered as MSE under MSME, we request exemption from submission of Earnest Money Deposit (EMD) as per Govt. of India guidelines.	No specific exemption/relaxation applicable for MSME/Startups
53	IT Solutions 4 India, KG Ventures, Seerat Enterprises, Shree Radha Trader	Section 5.1 - Common Eligibility Criteria for All Categories, Point no 1	Page 18	The bidder must be a registered Company/Firm/LLP/Society under Indian laws with its registered office in India. Consortiums or joint ventures are not allowed.	Please clarify whether companies registered anywhere in India are eligible, or is it mandatory to be registered in Chhattisgarh State only. We request acceptance of companies registered in any State of India	Companies can be registered anywhere in India.
54	IT Solutions 4 India, KG Ventures, Seerat Enterprises, Shree Radha Trader	Section 4 - Scope of Work, Sub Section 4.1 Bulk SMS Services, Point no. 4.1.10	Page 14	The bidder shall provide responsive customer support and technical assistance to departmental staff during working hours and emergency periods, aligned with SLA commitments.	Please clarify whether this support person is required to be physically available at your office during working hours, or if remote support is acceptable.	Remote Support is acceptable.
55	IT Solutions 4 India, KG Ventures, Seerat Enterprises, Shree Radha Trader	Section 4 - Scope of Work, Sub Section 4.4 WhatsApp Messaging Service, Point no. 4.4.2	Page 16	The selected bidder must have a direct agreement with WhatsApp (Meta/Facebook) for the provisioning of WhatsApp Business API services. There should be no dependency on intermediaries or third-party resellers.	Kindly clarify the scope of this requirement, as this clause mentions "SMS gateway" under the WhatsApp Messaging Service section. Please confirm whether it refers to WhatsApp gateway or SMS gateway.	Incorrect reference.

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56	IT Solutions 4 India, KG Ventures, Seerat Enterprises, Shree Radha Trader	Section 5.1 - Common Eligibility Criteria for All Categories, Point no 6	Page 18	The bidder must have a minimum of 3 years of experience delivering services to Central/State Government or PSU.	Please allow the Private organization work order also	As per RFP
57	IT Solutions 4 India, KG Ventures, Seerat Enterprises, Shree Radha Trader	Section 5.3 - Eligibility Criteria for OBD, Point No. 7	Page 21	Required Document Proof - Proof of DLT Voice Campaign Registration or Usage Certificate	Please clarify which document required	As per Corrigendum
58	IT Solutions 4 India, KG Ventures, Seerat Enterprises, Shree Radha Trader	Section 5.4 - Eligibility Criteria for RCS, Point No. 4	Page 21	Required Document Proof - Declaration of GSMA compliance and Interoperability Document	Please clarify this document is required on bidder letter head or by telecom letter head	Bidder's Letter head
59	Splice Resources	Section 5.1 - Common Eligibility Criteria for All Categories, Point no 2	Page 18	The bidder must have valid PAN, GST Registration, and be registered with the State GST Department with a functional office in Raipur, Chhattisgarh.	If we qualify can we open an office and GST after winning tender?	As Per RFP - Appendix (A), SN 4 - Address of Local Office in Chhattisgarh (If not available at the time of bid submission, an undertaking must be provided on the bidder's letterhead to establish a local office within 3 months from the date of agreement signing)
60	Tesync Technology Pvt Ltd	Section 3.7 - Earnest Money Deposit (EMD), Point 3.7.1	Page 10	Each bidder must deposit an initial Earnest Money Deposit (EMD) of ₹1,00,000/- (Rupees One Lakh only) to the same bank account listed above. Proof of deposit should be submitted along with the proposal.	We kindly request exemption from payment of EMD for small enterprises in line with MSME norms.	No specific exemption/relaxation applicable for MSME/Startups

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61	Tesync Technology Pvt Ltd	Section 5.1 - Common Eligibility Criteria for All Categories, Point no 11	Page 19	The bidder must have access to or possess a valid, consent-based mobile number database of at least 1 Crore active numbers (including both DND and Non-DND) for pan-Chhattisgarh delivery of SMS, OBD, RCS and WhatsApp Messaging.	<p>As a solution provider, we deliver messages to mobile numbers provided or uploaded by the respective client which are in encrypted form. The responsibility for obtaining and maintaining a valid, consent-based mobile number database generally lies with the client/organisation initiating the communication.</p> <p>We request your clarification on the same as we will not access to CHHATTISGARH SAMVAD portal for obtaining the consent.</p> <p>And if we have to procure then we have to procure the database from an authorised third-party provider, with all necessary compliance certifications. Will it be acceptable for meeting this eligibility criterion?</p>	As per RFP
62	Digiglitz Technologies Pvt Ltd	Notice Inviting Online Tender	Page 2	Tender document can be downloaded from website https://samvad.cg.nic.in/ cost of tender document of ₹ 5,900/- (non-refundable) and EMD of ₹ 1,00,000/- (refundable without interest).	Last year we had paid the cost of the tender @ Rs. 5,900/- so do we have to pay again as the tender was disqualified?	Yes
63	Digiglitz Technologies Pvt Ltd	Notice Inviting Online Tender	Page 2	-	Also documents are already existing in your system so do we need to resubmit the same documents again as there are no changes in the documents.	As per RFP - Need to submit the document again.

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64	Chancler Developers	-	-	-	<p>Request to Incorporate Startup Exemption in NIT</p> <p>Legal & Policy Basis for Startup Exemption</p> <p>1. As per Rule 173 of the General Financial Rules (GFR), 2017, Government of India Startups are exempted from prior turnover, prior experience, requirements in government tenders.</p> <p>2. As per Chhattisgarh Sasan Bhandar Kray Niyam, 2002 (amended on 28.04.2018), Startups are exempted from prior turnover, prior experience, requirements in government tenders.</p> <p>3. In alignment with the Government of India's Startup Policy and the principles of fair competition, we kindly request that exemptions applicable to Startups registered in Chhattisgarh and recognized on the Government of India's Startup portal (valid prior to the tender issue date) be incorporated into the evaluation criteria of the NIT—specifically with respect to prior experience and turnover requirements.</p> <p>4. This request is made in accordance with Rule 4.2 of the Chhattisgarh Sasan Bhandar Kray Niyam, 2002, which provides for relaxation of such criteria for eligible Startup units within the state.</p>	No specific exemption/relaxation applicable for MSME/Startups
65	Chancler Developers	Section 5.5 - WhatsApp Messaging Services, Point No. 2	Page 22	The bidder must have successfully delivered at least 2 projects of 5 lakh WhatsApp messages each, in a single day, for Government/PSU/enterprise client in last 3 years.	Does “enterprise client” include private companies.	Enterprise client refers to private/corporate clients.
66	Chancler Developers	Section 5.1 - Common Eligibility Criteria for All categories, Point no 6	Page 18	The bidder must have a minimum of 3 years of experience delivering services to Central/State Government or PSU.	Is private sector experience acceptable for overall eligibility, or is Government/PSU experience mandatory?	As per RFP

S. No.	Entity raising Query	Tender Document Reference(s)	Page Number(s)	Content of Tender requiring Clarification(s)	Point of Clarification	Response from Samvad
67	Pinnacle Teleservices Pvt Ltd	Section 4 - Scope of Work, Sub Section 4.4 WhatsApp Messaging Service, Point no. 4.4.6	Page 16	The bidder shall assist in drafting, formatting, and localizing WhatsApp message templates in Hindi, English, Chhattisgarhi, and local dialects of Chhattisgarh. These templates must comply with Meta's guidelines and support media such as images, videos, PDFs, and emojis.	Chhattisgarhi language modified as Hindi only	As per RFP
68	Pinnacle Teleservices Pvt Ltd	General	-	-	How many vendors will be selected for this project?	As per RFP Section 8 - Process of Empanelment
69	Pinnacle Teleservices Pvt Ltd	Appendix (G): Commercial Bid Format	Page 35	Rate for Bulk SMS Rate for Out Bound Dialer (OBD) Description Calls up to 15 Seconds Calls of 16-30 Seconds Calls of more than 30 Seconds Rate for RCS Rate for WhatsApp	could you please provide the expected volume or quantity and category for Bulk SMS /Outbound Dialer services/RCS/WhatsApp? As not mentioned in commercial format, to enable accurate commercial proposals.	There is no fixed/ minimum/ expected volume or quantity for any service.
70	Pinnacle Teleservices Pvt Ltd	Appendix (G): Commercial Bid Format, Rate for WhatsApp, Table: A	Page 36	1. WhatsApp Message (template based) * 3. WhatsApp Message exempted category declared by Meta*	Kindly specify whether the template category is Marketing or Utility. Please confirm which category of WhatsApp messages (declared by Meta) is considered exempted	As per Corrigendum
71	Pinnacle Teleservices Pvt Ltd	Appendix (G): Commercial Bid Format, Rate for WhatsApp, Table: A	Page 36	Platform Charges (as charged by META (Excluding GST) (in Paisa)	Please confirm whether platform charges are to be quoted including Meta's rates or excluding Meta's rates.	As charged by META, Excluding GST
72	Pinnacle Teleservices Pvt Ltd	General Terms and Conditions, 5. Agency Personnel	Page 40	The agency must deploy qualified personnel with appropriate experience and capabilities relevant to the work. Personnel must have expertise aligned with the requirements of Chhattisgarh Samvad. Inappropriate or unskilled staffing shall be treated as breach of contract. Deployment of unapproved third-party contractors is strictly prohibited.	We request clarification on whether deployment is required onsite or offsite, and if onsite, please specify the number of resources required.	Remote Support is acceptable.
73	Pinnacle Teleservices Pvt Ltd	General	-	-	Is there any hardcopy submission required?	No
74	Pinnacle Teleservices Pvt Ltd	General	-	-	Please Confirm the SENDER ID and also the Sender ID used by CG samvad are under exempted category?	As per RFP

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75	Pinnacle Teleservices Pvt Ltd	Section 5.1 - Common Eligibility Criteria for All categories, Point no 10	Page 19	The bidder must have ISO Certifications like 9001/27001.	Requesting you to kindly add, CMMI level 5 and Cert_IN Empanelled certification As well	As per RFP
76	Pinnacle Teleservices Pvt Ltd	5.3. Eligibility Criteria for OBD, Point no 7	Page 21	OBD services must be DLT compliant.	Please specify the exact certification(s)/compliance standards required for this.	As per Corrigendum
77	Karix Mobile Pvt. Ltd.	Section 4 - Scope of Work, Sub Section 4.1 Bulk SMS Services, Point no. 4.1.2	Page 13	The bidder shall provide a robust SMS gateway capable of handling high volumes of messages across telecom operators, with a minimum delivery success rate of 95%, in full compliance with TRAI regulations.	Please allow deviation in delivery success rate due to external uncontrollable factors. Messages which are not delivered to user handset due to factors which are not under control of service provider. Please find below few uncontrollable factors: (A) Delivery of SMS from Telco (GSM/CDMA) network to handset, (B) Message retries if not delivered, e.g. phone switched off, Inbox full, Roaming, etc. In these cases the latency of the message delivery is increased. Also, no error code is received from the operator in this case, (C) Barring all network and radio errors like - out of network area/handset switched off, memory full, inbox full, invalid numbers, etc. (D) SMS not delivered in case of Absent Subscriber	As per Corrigendum
78	Karix Mobile Pvt. Ltd.	Section 5.1 - Common Eligibility Criteria for All categories, Point no 2	Page 18	The bidder must have valid PAN, GST Registration, and be registered with the State GST Department with a functional office in Raipur, Chhattisgarh.	The requirements of RFP can be fulfilled by our existing offices and resource can travel to your location as and when required. Please allow deviation for registration with State GST Department and functional office in Raipur.	As per Corrigendum
79	Karix Mobile Pvt. Ltd.	Section 5.2 - Eligibility Criteria for SMS, Point No. 2	Page 19	Required Document Proof - Work Orders or Client Completion Certificates	We do not get campaign specific Work orders, please allow us to share invoice copies showing message count as evidence.	As per RFP
80	Karix Mobile Pvt. Ltd.	Section 5.2 - Eligibility Criteria for SMS, Point No. 3	Page 19	Required Document Proof - Work Orders or Client Completion Certificates	We do not get campaign specific Work orders, please allow us to share invoice copies showing message count as evidence.	As per RFP
81	Karix Mobile Pvt. Ltd.	Section 5.2 - Eligibility Criteria for SMS, Point No. 6	Page 20	Required Document Proof - DLT Registration Certificate	We are registered Telemarketer with Telecom Operators, we will attach Telemarketer Registration Certificates for compliance of this point. Please confirm.	As per Corrigendum
82	Karix Mobile Pvt. Ltd.	Section 5.3 - Eligibility Criteria for OBD, Point no 2	Page 20	Required Document Proof - Work Orders or Client Completion Certificates	We do not get campaign specific Work orders, please allow us to share invoice copies showing message count as evidence.	As per RFP

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83	Karix Mobile Pvt. Ltd.	Section 5.3 - Eligibility Criteria for OBD, Point no 3	Page 20	Required Document Proof - Work Orders or Client Completion Certificates	We do not get campaign specific Work orders, please allow us to share invoice copies showing message count as evidence.	As per RFP
84	Karix Mobile Pvt. Ltd.	Section 5.3 - Eligibility Criteria for OBD, Point no 7	Page 21	Required Document Proof - Proof of DLT Voice Campaign Registration or Usage Certificate	We are registered Telemarketer with Telecom Operators, we will attach Telemarketer Registration Certificates for compliance of this point. Please confirm.	As per Corrigendum
85	Karix Mobile Pvt. Ltd.	Section 5.4 - Eligibility Criteria for RCS, Point no 1	Page 21	Required Document Proof - Work Orders or Client Completion Certificates	We do not get campaign specific Work orders, please allow us to share invoice copies showing message count as evidence.	As per RFP
86	Karix Mobile Pvt. Ltd.	Section 5.4 - Eligibility Criteria for RCS, Point no 2	Page 21	Required Document Proof - Work Orders or Client Completion Certificates	We do not get campaign specific Work orders, please allow us to share invoice copies showing message count as evidence.	As per RFP
87	Karix Mobile Pvt. Ltd.	Section 5.4 - Eligibility Criteria for RCS, Point no 4	Page 21	Required Document Proof - Declaration of GSMA compliance and Interoperability Document	Please note, tie-up with single Telecom Operator which is partner of Google for RCS is sufficient for offering RCS services in India. Please remove the requirement of GSMA compliance and Interoperability Document. If mandatory, then please elaborate on GSMA standards and expected interoperability document content to check and share compliance.	The document is required on Bidders letter head.
88	Karix Mobile Pvt. Ltd.	Section 5.4 - Eligibility Criteria for RCS, Point no 6	Page 21	Proof of technical tie-ups with RCS-enabling telecom operators. Required Document Proof - MoU/ Agreement/ Proof of Technical Tie-Up with RCS operators	Please note, tie-up with single Telecom Operator which is partner of Google for RCS is sufficient for offering RCS services in India, multiple telecom operator tie-up is not required. We will submit evidence of Tie-up with single Telecom Operator in India. Please allow.	As per RFP
89	Karix Mobile Pvt. Ltd.	Section 5.5 - WhatsApp Messaging Services, Point no 2	Page 22	Required Document Proof - Work Orders or Client Completion Certificates	We do not get campaign specific Work orders, please allow us to share invoice copies showing message count as evidence.	As per RFP
90	Karix Mobile Pvt. Ltd.	Section 5.5 - WhatsApp Messaging Services, Point no 3	Page 22	Required Document Proof - Work Orders or Client Completion Certificates	We do not get campaign specific Work orders, please allow us to share invoice copies showing message count as evidence.	As per RFP
91	Karix Mobile Pvt. Ltd.	Section 7 - Commercial Bid, Point no 7.5	Page 24	The rates quoted by the bidder shall be firm and final and shall not be subject to any escalation or revision on account of fluctuations in exchange rates, raw material prices, labor costs, or any other factors during the validity period of the contract.	Please allow change in rates due to external factors like regulatory / Meta / Govt. guidelines etc. We will discuss and agree on revised rates mutually at such time.	As per RFP

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92	Karix Mobile Pvt. Ltd.	Section 7 - Commercial Bid, Point no 7.7	Page 24	In any situation the finalized rates across services/categories can't be more than DAVP rates.	1. For bidders, DAVP empanelment for solutions expected in this RFP is not mandatory, please confirm on this understanding. 2. Please share correlation between DAVP and Chhattisgarh Samvad RFP.	As per corrigendum
93	Karix Mobile Pvt. Ltd.	Section 8 - Process of Empanelment, Point no 8.1	Page 25	A maximum of three agencies shall be selected for empanelment based on the lowest quoted rate (L-1) in the respective service categories (i.e., SMS, OBD, RCS, and WhatsApp).	Please share % of traffic distribution amongst selected three agencies.	As per RFP Section 8.7 - The CEO, Chhattisgarh Samvad and the Commissioner/Director, Directorate of Public Relations, Government of Chhattisgarh, reserve the right to allocate work equitably or selectively among empanelled agencies at L-1 rate, based on agency performance, technical capability, and suitability for the campaign.
94	Karix Mobile Pvt. Ltd.	Section 10 - Timeline and Penalty	Page 26-27	Timeline and Penalty	Timeline and Penalty clauses are very stringent. Please allow deviation due to uncontrollable factors which are outside the purview of bidder. Ex.: User related concerns, Mobile Switch-off, Blockage of Telecom Network by Govt./Regulatory bodies, Concerns due to Meta etc.	As per corrigendum
95	Karix Mobile Pvt. Ltd.	Appendix (G): Commercial Bid Format	Page 35-36	Commercial Bid Format	1. Please mention expected monthly volume of each of the solutions (Bulk SMS, OBD, RCS, WhatsApp) to mention commercials accordingly. 2. Please modify the commercials line-items of RCS & WhatsApp as per message categories and guidelines of Google & Meta.	1. There is no fixed/ minimum/ expected volume or quantity for any service. 2. As per corrigendum.

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96	Karix Mobile Pvt. Ltd.	Section 3.8 - Submission of proposal Section 3.10 - Submission of Bids	Page 10-11	3.8.1.Instructions to Bidders for Online Bid Submission: Chhattisgarh Samvad adopts a fully digital tendering process using the https://samvad.cg.nic.in/ portal. 3.10.5. Financial bids must be submitted strictly in the provided BOQ format.	1. Please enable this RFP on portal, it is not reflecting to start work up till now. 2. BOQ format is not available on portal yet, please share it.	Bidding shall be permitted post issuance of the pre-bid response and corrigendum.
97	Karix Mobile Pvt. Ltd.	Section 4.2 - Outbound Dialler (OBD) Call Services, Point 4.2.3	Page 14	The bidder shall support multi-language voice message delivery, including but not limited to Hindi, English, and regional languages such as Chhattisgarhi, Halbi, Gondi, etc, based on target audience location and preference.	Telecom Operator supports only selected regional language. Same can be supported by the bidder.	As per RFP
98	Karix Mobile Pvt. Ltd.	Section 4.2 - Outbound Dialler (OBD) Call Services, Point 4.2.4	Page 14	The bidder shall be responsible for maintaining and updating a secure database of mobile numbers or landline numbers, segmented according to campaign needs and demographic criteria as instructed by the department.	Please elaborate on the ask in this clause.	As per RFP Section 5.1 - Common eligibility criteria for all categories, Point no 11
99	Karix Mobile Pvt. Ltd.	Section 4.3 - Rich Communication Services (RCS), Point 4.3.4	Page 15	The bidder shall provide multilingual message capabilities, allowing RCS campaigns to be executed in English, Hindi, and regional languages like Chhattisgarhi, Halbi, Gondi, etc. using appropriate Unicode standards.	Google supports only selected regional language. Same can be supported by the bidder.	As per RFP
100	Karix Mobile Pvt. Ltd.	Section 4.3 - Rich Communication Services (RCS), Point 4.3.6	Page 15	Where recipients' devices do not support RCS, the platform should be able to provide fallback delivery using SMS or MMS, as instructed by the department.	MMS is not an active service in India. Please remove this clause.	As per Corrigendum
101	Karix Mobile Pvt. Ltd.	Section 4.4 - WhatsApp Messaging Service, Point 4.4.6	Page 16	The bidder shall assist in drafting, formatting, and localizing WhatsApp message templates in Hindi, English, Chhattisgarhi, and local dialects of Chhattisgarh. These templates must comply with Meta's guidelines and support media such as images, videos, PDFs, and emojis.	WABA supports only selected regional language. Same can be supported by the bidder.	As per RFP
102	Karix Mobile Pvt. Ltd.	Section 5.1 - Common eligibility criteria for all categories, Point no 11	Page 19	The bidder must have access to or possess a valid, consent-based mobile number database of at least 1 Crore active numbers (including both DND and Non-DND) for pan-Chhattisgarh delivery of SMS, OBD, RCS and WhatsApp Messaging.	Database commercials are not mentioned in the BoQ. Please add.	As per RFP
103	Karix Mobile Pvt. Ltd.	Section 7 - Commercial Bid, Point no 7.7	Page 24	In any situation the finalized rates across services/categories can't be more than DAVP rates.	What are the DAVP rates. Please publish the same for our reference.	As per corrigendum

S. No.	Entity raising Query	Tender Document Reference(s)	Page Number(s)	Content of Tender requiring Clarification(s)	Point of Clarification	Response from Samvad
104	Karix Mobile Pvt. Ltd.	Section 7 - Commercial Bid, Point no 7.8	Page 24	The quoted rates shall remain valid for the entire empanelment period as mentioned in this document. The department reserves the right to seek clarification or negotiate with the lowest bidder (L1), if required, in accordance with procurement norms.	Since different line items have different commercial points, how would L1 be selected. Would different bidders be selected for different services or one single bidder be selected. In either case, please confirm the selection criteria.	1. L1 will be determined item-wise. 2. A single bidder may be selected across one or more categories/services. 3. Selection criteria as per Section 8 - Process of empanelment
105	Karix Mobile Pvt. Ltd.	Section 10 - Timeline and Penalty, Sub section 10.4 - WhatsApp	Page 26-27	0.5% per week against the chatbot solution development/customization cost	Chatbot development timelines depend on the complexity of the bot and man days efforts. A single 1 week timeline can't be considered for penalty calculation. Pls remove this clause.	As per corrigendum
106	Karix Mobile Pvt. Ltd.	Appendix (H): Report Format for Bulk SMS, Out Bound Dialer (OBD), RCS and WhatsApp Messaging Service	Page 37-39	Agency Should Submit Bulk SMS Report in Soft Copy i.e. In Excel Format Which Should Be Submitted in 2 CD/DVD. Format Should Be Like Mention Below. The agency will have to submit an affidavit of work completion/performance that the information given is correct.	Reports are shared via webhooks and User Interface on a real time basis. Please help with the necessity of hard copy reports and reports via CD/DVD. Also, what is the frequency of submission of affidavit of work completion.	1. As per corrigendum 2. Affidavit submission will match the work completion frequency.
107	Karix Mobile Pvt. Ltd.	Appendix (G): Commercial Bid Format	Page 35-36	Rate for Bulk SMS	Commercial of SMS needs to be submitted with DLT scrubbing charges included or excluded. Also, please confirm if SMS are billed on successful submission or delivery. If SMS is charged on submission and DLT is charged on delivery, how to bifurcate the commercials.	As per RFP - Section 13: Payment Terms
108	Karix Mobile Pvt. Ltd.	Appendix (G): Commercial Bid Format	Page 35-36	Rate for Out Bound Dialer (OBD)	IVR setup cost line item not mentioned in OBD cost. Please add the same.	As per RFP
109	Karix Mobile Pvt. Ltd.	Appendix (G): Commercial Bid Format	Page 35-36	Rate for RCS	RCS commercials to be submitted should be for basic or simple message?	As per RFP
110	Karix Mobile Pvt. Ltd.	Appendix (G): Commercial Bid Format	Page 35-36	Rate for WhatsApp, Table A	WhatsApp messages are priced as per template category. Please add line items for utility and marketing separately in the BoQ.	As per corrigendum
111	Karix Mobile Pvt. Ltd.	Appendix (G): Commercial Bid Format	Page 35-36	Rate for WhatsApp, Table B	Please define the chatbot flow to share the implementation cost. If flow is not ready, please update the BoQ into per man day effort basis and not absolute cost.	As per RFP

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112	Karix Mobile Pvt. Ltd.	Section General Terms & Conditions, Point no 6 - Intellectual Property Rights	Page 40-41	All intellectual property generated during the project—such as creative designs, content, software logic, templates, reports—shall be the sole and exclusive property of Chhattisgarh Samvad. The agency must not use, reproduce, or publish any part of the content without prior written permission. Any violation will lead to immediate termination and legal action.	Please exclude pre-owned and pre-existing software, software logic, platforms, and proprietary tools brought in by the bidder for project execution. Any modifications or enhancements made by the bidder to its own pre-existing platforms or tools during the course of the project should remain the intellectual property of the bidder.	As per RFP
113	Karix Mobile Pvt. Ltd.	Section General Terms & Conditions, Point no 13 - Penalty Clause	Page 41	The performance of the agency will be reviewed periodically. In case of delays, non-performance, or violations of service levels, Chhattisgarh Samvad reserves the right to levy penalties. Publishing incorrect, misleading, or damaging content about the Government will attract a penalty of 10% of the monthly invoice. Multiple defaults may result in contract termination.	Penalty is too high. Kindly make it to 0.5% of Monthly invoice . Kindly exclude the uncontrollable factors.	As per corrigendum
114	Karix Mobile Pvt. Ltd.	Section General Terms & Conditions, Point no 14 - Liquidated Damages	Page 42	For any breach of terms or delay in performance, Chhattisgarh Samvad shall impose liquidated damages up to 10% of the total contract value. If the breach continues or damages reach the cap of 10%, the contract may be terminated at the risk and cost of the agency.	Liquidated Damages is too high. Kindly make it to 0.5% Of total contract value . Kindly exclude the uncontrollable factors. Further finance team to confirm. Presales and Tech to note and confirm	As per corrigendum
115	Karix Mobile Pvt. Ltd.	Section General Terms & Conditions, Point no 16 - Process Confidentiality	Page 42	All communication, technical information, evaluation records, and decisions pertaining to the selection and execution process shall remain strictly confidential. Unauthorised disclosure of confidential information will attract penalties and may lead to disqualification.	kindly make this clause mutual as Service Provider will also submit documents and confidential information also exclude disclosure due to authority and government or court or tribunal order or Applicable law	As per RFP
116	Vedanta Digital	Notice Inviting Online Tender	Page 2	Tender document can be downloaded from website https://samvad.cg.nic.in/ cost of tender document of ₹ 5,900/- (non-refundable) and EMD of ₹ 1,00,000/- (refundable without interest).	We were disappointed to learn that the previous tender was cancelled due to reasons not attributed to our agency. We believe that we should not be required to pay Rs. 5,000 plus Rs. 900 GST this time, as we did not make any mistakes.	Every bidder would be required to pay tender fees for this tender.

S. No.	Entity raising Query	Tender Document Reference(s)	Page Number(s)	Content of Tender requiring Clarification(s)	Point of Clarification	Response from Samvad
117	Vedanta Digital	Section 3.7 - Earnest Money Deposit (EMD), Point 3.7.1	Page 10	Each bidder must deposit an initial Earnest Money Deposit (EMD) of ₹1,00,000/- (Rupees One Lakh only) to the same bank account listed above. Proof of deposit should be submitted along with the proposal.	Relaxation for Women, MSMEs, and Startups: We believe that women entrepreneurs, MSMEs, and startups should be given special relaxations. These categories should be exempt from EMD and minimum eligibility criteria to provide them with equal opportunities.	No specific exemption/relaxation applicable for Women/ MSME/ Startups
118	Vedanta Digital	Section 5.2 - Eligibility Criteria for SMS, Point No. 2 & 3	Page 19	2. The bidder must have successfully delivered at least 2 projects of 25 lakh Bulk SMS each, in a single day for Government/PSU/enterprise client in last 3 years. 3. The bidder must have successfully delivered at least 3 Crore Transactional/Batch SMSs in real time, in a month across projects, for Government/PSU/enterprise client in last 3 years.	Relaxation in Minimum Eligibility Criteria: The minimum eligibility criteria for SMS, such as two work orders worth Rs. 25 lakhs and Rs. 3 crores, are very high. If you want to give opportunities to Chhattisgarh-based agencies, please consider reducing it to Rs. 5 lakhs per day SMS and 50 lakhs SMS per month with two work orders.	As per RFP
119	Vedanta Digital	Section 5.5 - WhatsApp Messaging Services, Point No. 1	Page 22	Tie-up with Meta/WhatsApp or Meta/WhatsApp authorized partners for Business API provisioning.	Inclusion of Tech Providers: We suggest that tech providers should also be allowed to apply for WhatsApp services, which will promote competition and innovation.	As per Corrigendum
120	Vedanta Digital	Appendix (G): Commercial Bid Format	Page 35-36	Rate for WhatsApp, Table B	Chatbot Cost: We request that the minimum cost of chatbot and one-time onboarding charges should be included, not just the monthly rental.	As per Corrigendum
121	Vedanta Digital	Section 5.3 - Eligibility Criteria for OBD, Point No. 2 & 3	Page 20	2. The bidder must have successfully delivered at least 2 projects of 25 lakh OBD calls each, in a single day for Government/PSU/enterprise client in last 3 years. 3. The bidder must have successfully delivered at least 1.5 Crore OBD calls, in a month across projects, for Government/PSU/enterprise client in last 3 years.	Voice Call Criteria(OBD): The criteria for voice calls should be 1 lakh calls per day and 5 lakh calls per month, instead of 25 lakhs per day and 1 Crper month.	As per RFP
122	Vedanta Digital	Section 5.4 - Eligibility Criteria for RCS, Section 5.5 - WhatsApp Messaging Services	Page 21-22	Section 5.4 - Point 1 & 2 Section 5.5 - Point 2 & 3	RCS and WhatsApp Criteria: Since these are new products, it would be appropriate not to set minimum eligibility criteria, so that more agencies can participate.	As per RFP
123	KG Ventures, Seerat Enterprises, Shree Radha Trader	Section 4 - Scope of Work, Sub Section 4.1 Bulk SMS Services, Point no. 4.1.2	Page 13	The bidder shall provide a robust SMS gateway capable of handling high volumes of messages across telecom operators, with a minimum delivery success rate of 95%, in full compliance with TRAI regulations.	We kindly request you to provide an exemption in this regard. Additionally, please confirm whether the required data for the SMS gateway operations will be provided by your side or needs to be arranged from our side	As per Corrigendum